

**G.A.I.C.
Meeting Minutes
September 21, 2005**

Attendees: *Larry Anderson, Rick Hoppe, Rita Cox, Shannon Ideus, Gwen Thorpe, Michelle Zuhlke, Trish Owen, Diane Gonzolas, Doug Thomas, Don Herz and Terry Lowe*

Approval of Minutes

Diane requested three corrections to the original minutes. With those changes being reflected the August minutes were approved as distributed.

New Member Welcome

GAIC members welcomed Larry Anderson. Larry gave a quick background to introduce himself to the members. Larry has been in the insurance business for 20 years.

Statistics

NT Server

We were up about 54,000 NT hits during the month of August, but down in several areas. The City Attorney's Office had 23,614 hits which is a 42% decrease over July. The City Council had 94,905 hits which represents a 75% decrease. The Mayor's office had 196,000 hits which amounts to a 35% increase. The Public Works Department had 398,000 hits. The Health Department had 70,000 hits which is a 28% increase. The Purchasing Department had 75,866 hits that is a 25% decrease. Families First and Foremost (F3) had 4,11 hits that is a 25% decrease.

z890

The z890, (mainframe), had over 2.2million hits which was an all time high.

Oracle/Images

There was nearly 1.3 million images accessed with 548,899 being Assessor photos and 676,139 IMS maps being loaded.

CJIS

The CJIS platform had 405,499 hits. CJIS was a little down, but in June and July the hits were a little inflated due to a runaway query.

Contractor Access

Lastly, there were 25,231 contractor hits on the Building and Safety site. We did contact Roadrunner and blocked the IP address from which July's runaway query originated. We did ask Roadrunner to speak with the owner of account since they would not give us that information.

ePayments

Event Parking

Football parking has doubled from last August. Hopefully, September numbers should be good as well. We have more home games than last year so the total will be up too.

Users are getting more comfortable accessing these services.

eBill Paying (Water/Waste Water)

We did receive word that people paying their water e-bills will not be charged any convenience fees. We feel that this may drive more people into signing up for this option. E-billing is in real time that allows the payments to be posted automatically. Bank billing is still available. The e-bill customer will receive their statement online with a PIN number. With bank billing the customer still receives a hard copy in the mail with a PIN number. A question was raised on who stores the credit card numbers. Verisign takes care of storing credit card numbers. Information Services receives an authentication # for online screens. These online screens only gives us a certain amount of information, what type of credit card (MasterCard, etc.) and date. Again, Information Services does not have access to the credit card numbers for e-bill payments at this time, and in fact have never taken any possession of any of this information since the inception of the on line payment facilities.

Having more people participate in these programs could possibly let us go back to Wells Fargo and re-negotiate fees and get a better price.

LES ePayments

LES is going to use Western Union to do their e-pay processing payments. LES is not using our mainframes for their e-pay system.

General Collection Information

There was slightly over \$275,000 collected in August via the net. \$209,741 was from Property Taxes, \$803 were from Animal Licenses (renewals), \$7,470 was collected for Parking Tickets, \$5,985 was from Criminal History Checks, \$16,488 was collected for Event Parking, lastly, \$40,358 was collected for Water/Sewer Bills.

Web Applications

ACTION

The ACTION Service Request System is ready. Lin is now checking the verbiage with the Attorneys to make sure we do not state incorrect information. The main conflicts with departments is what each service request they would handle. Potentially, these service requests could be in use the first of October. It is possible that the service request system could be a silent roll-out.

Development Project Web Pages

We received Dave Shively's photographs yesterday. These should be just the finishing touches on the new web pages for the Elections Office. The County Attorney's updated website had started with side panel navigation - but have changed from that format. We need to find out if other agencies would like to use the side panel navigation. We will keep the side panel model for now and maybe have it as an option.

Several issues regarding logo's, funds and promoting the website are some of the issues that was brought up. Public works is starting some initiatives to educate the citizens

about the services they provide, and those that they don't. This should help educate the citizens of Lincoln and Lancaster County. Some on going dialog has also gotten underway to address the issues discussed last month. Those issues involved web sites and promotional materials being created by groups contracting with the City. In addition, there are on going discussions on Department/Division level logos.

Other Business

Back up Computer Plan

We are fairly complete with a back up computer plan for Information Services. We have a disaster recovery site that is ready and designed with infrastructure at the Cherry Creek location. We perform a monthly test of the generator at IS. The Hall of Justice is our main hub. We may move the main hub to the first floor. The question about wireless capability was asked. The only concern would be line of sight for all of the sites. Pershing Auditorium could provide office/operating space for many city/county agencies. We are considering installing a wireless connection to that site for this purpose. The environmental requirements related to mainframes/servers of today is much less. To that extent we could do many of our central IT operations from Conference Rooms in any of the networked City and/or County facilities.

When the flooding did occur at the Hall of Justice we did briefly use Emergency Service's generator. However, the generator's power fluctuated and did not produce clean electricity. So we dropped an electrical cord from the network room to the stairwell by Corrections for two days. 911 dispatch center will be operating out of Fire Station #14 for the next few months.

Next Meeting

October 19, 2005